HMO Blue Texas

East/West Texas

Survey (CAHPSTM 4.0H) Results

rcentage who assigned a rating of 6 or lower to their	Percentage who assigned a rating of 7 or 8 to their	Percentage who assigned a rating of 9 or 10 to their	State Average	
where 0 = the w	vorst possible and 10 = t	the best possible		
Health Plan	9% 32%	49%	21% 38%	41%
Health Care 16	33%	51%	15% 38%	47%
Personal Doctor 12	25 %	63%	11% 27%	62%
Specialist 13	% 21%	65%	11% 26%	63%
ercentage who said they cometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care 14	% 28%	57%	14% 33%	53%
Got Care Quickly	7% 27%	56%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	31%	54%	12% 32%	57%
Got Efficient & Helpful Customer Service	25%	58%	18% 26%	57%
Had Doctors communicate Well	19%	72%	8% 22%	70%